



Akron, Kent, & Cleveland Regions

Start by November 13-Training schedules are customized on a student-by-student basis in order to meet individual needs; students can begin courses at any time

Requirements for Class Work:

- Laptop (PC preferred)
- Microsoft Professional for PC 2013 Software
- Windows Vista Service Pack 2
- Windows 7, Windows 8
- SOFTWARE: .NET Framework 4.0 or newer
- Adobe Flash Player 10 or newer is required for all Add-In practice tests
- INTERNET: GMetrix SMS requires a high-speed internet connection
- Webex and Dropbox access

Two days of in-person classes required (those days listed below). Most classes will take place via Webinar.

Class Schedule	Curriculum Description	Class or Webinar Format	Time Dedicated
<u>Week X:</u> Introduction and Personal Assessments	<ul style="list-style-type: none"> • Intro. to Professional Consultant Selling, Prospecting • Intro. to Microsoft Office Specialist • Intro. to Chally Sales Assessment, Potential Sales Role, Your Personality Strengths 	Webinar one-on-one with trainer	3hrs with break in-between
<u>Week X:</u> Prospecting	<ul style="list-style-type: none"> • Prospecting, Needs Assessment techniques, Discovery • Assignment: Target customer call work based on Member Company roles 	Webinar	1.5hrs
	<ul style="list-style-type: none"> • Microsoft Office Specialist – Word 	Microsoft Training Webinar	3hrs
<u>Week X:</u> Needs Assessment	<ul style="list-style-type: none"> • 60-minute Needs Assessment techniques, audio taped role plays • 15-20 minutes for each student (part of certification; schedule time set) 	Webinar Cont. audio role-plays	1.5hrs

	<ul style="list-style-type: none"> • Audio taped role-plays • Microsoft Office Specialist – Word 	<p>Cont. audio role-plays</p> <p>Microsoft Training</p>	3hrs
<u>Week X:</u> Proposals and Role-Plays	<ul style="list-style-type: none"> • Introduction to proposal tool, need based solutions • Role-play assignment 	Webinar	1.5hrs
	<ul style="list-style-type: none"> • Microsoft Office Specialist – Word 	Microsoft Training Webinar	3hrs
<u>Week X:</u>	<ul style="list-style-type: none"> • Microsoft Office Specialist: Word 	Microsoft Training Webinar	3hrs
<u>Friday, Nov. 20:</u> All students in-person for Member Company Needs Assessment	<ul style="list-style-type: none"> • Introduction to Member Company leaders • Member Company Needs Assessment; Customer role-plays • Developing solutions; Practice role-play customer solutions 	<p>In-person</p> <ul style="list-style-type: none"> • Class at Dix Communications, Kent, Ohio (8:00 a.m. to 6:00 p.m.) • Lunch from noon to 1:00 p.m. • Continental breakfast, beverages and snacks provided 	9hrs
<u>Week X:</u> Customer Solutions	<ul style="list-style-type: none"> • Developing customer solutions • Value Selling, closing Techniques 	Webinar	1.5hrs
	<ul style="list-style-type: none"> • Microsoft Office Specialist Word 	Microsoft Training Webinar	3hrs
<u>Week X:</u>	<ul style="list-style-type: none"> • Alternative solutions; objections and how to overcome 	Webinar	1.5hrs
	<ul style="list-style-type: none"> • Microsoft Office Specialist – Word 	Microsoft Training Webinar	3hrs
<u>Week X:</u> Team Role-Plays	<ul style="list-style-type: none"> • Proposal role-plays with teammate; set up audit-tape calls 	Webinar – 20-minute audio tape proposal role-plays	3hrs
	<ul style="list-style-type: none"> • Microsoft Office Specialist – Outlook or Excel 	Microsoft Training Webinar	9hrs
<u>Week X:</u>	<ul style="list-style-type: none"> • Microsoft Office Specialist practice tests 	Microsoft Training Webinar	3hrs

<p>Friday, Jan. 15:</p> <p>All students in-person for Member Company Meet & Greet</p>	<ul style="list-style-type: none"> • Member Company target role-plays • Meet and Greet member company leaders for sales positions 	<p>In-person</p> <ul style="list-style-type: none"> • Class at Dix Communications, Kent, Ohio (8:00 a.m. to 6:00 p.m.) • Lunch from noon to 1:00 p.m. • Continental breakfast, beverages and snacks provided • Microsoft Office testing at Signature Worldwide, Kent Location being determined • Specialist Exam Series 	<p>9hrs</p>
<p><u>Week X:</u></p> <p>Exam week</p>		<p>Online Exam for Professional Sales Certification</p> <p>Certification notices, recognition, ongoing placement interviews with Member Companies</p> <p>Sales Job Placement for those certified</p>	